# A Balancing Act: Mediating Public Access Services in Academic Public Libraries - Chat Log

from Elisabeth Garner to everyone:    2:18 PM
They are absolutely gorgeous photos....:)

from Kim Allen to everyone:    2:18 PM
lovely!

from Mark Hamilton to everyone:    2:19 PM
The photos are therapy, too :-)

from Elisabeth Garner to everyone:    2:19 PM
@Mark....yes!

from Marcos Corona to everyone:    2:21 PM
wow beautiful university!

from Elisabeth Garner to everyone:    2:24 PM
That's such a shame! :(

from David Isaak to everyone:    2:47 PM
Link to Brunvand article:
https://journals.litwinbooks.com/index.php/jclis/article/view/94

from LIsa Pritchard to everyone:    2:48 PM
Thanks, David.

from susanne Caro to everyone:    2:49 PM
Thank you Natalie! This is something I have been concerned about for some time.
I'm glad you have been able to improve public access. This is difficult argument to
make to some administrations.

from susanne Caro to everyone:    2:50 PM
Is one of the issues to in-person access parking? At NDSU there was almost no
public parking.

from Kim Allen to everyone:    2:50 PM
and accessing campuses can be difficult with various parking regulations and costs
. Some parking apps are not userfriendly for those who lack smartphones

from Elisabeth Garner to everyone:    2:51 PM
@susanne, yes, agree with parking issue....never an easy issue to navigate on an academic campus!

from Trina Magi to everyone:    2:51 PM
+1 Kim and Susanne. I am appalled that our university removed all the coin-operated parking meters and requires a download app in order to park.

from Elisabeth Garner to everyone:    2:52 PM
Open access workshops are a great idea.  I think many universities utilize the OLLI program: Osher Lifelong Learning Instititue, which targets mature citizens in the community!  (mainly retirees but ones who are still interested in learning of course).

from Samantha Thompson-Franklin to everyone:    2:52 PM
@Trina, my university just did the same thing this fall. :-(

from Scott Briggs to everyone:    2:53 PM
+1 Trina apps to open gated parking. And nearly all parking is now gated.

from LIsa Pritchard to everyone:    2:53 PM
That was a great talk and I appreciate your perspective. Thank you.

from Tammy Ackerson to everyone:    2:54 PM
Parking is an obstacle to staff on my campus, so it's definitely an obstacle to publc users.

from Kathy Stroud to everyone:    2:55 PM
Thanks for pointing out that smartphone apps required to park are a barrier.

from Kim Allen to everyone:    2:55 PM

I staffed a library at a govt dept. Technically we had IT support, but in reality I did most of it.  Enough of it in fact  that the  IT vendor hired me away So the library was back to square one

from LIsa Pritchard to everyone:    2:55 PM
As a community college that regularly serves the public we needed to develop specific policies and best practices for those rare patrons who disregard college or library policies. Having those before you need them is helpful. 99.9% of our community users are wonderful!

from Kaylee Erdos to everyone:    2:56 PM
Scott - If you don't mind me asking, what library are you at? Im really intrigued that you have almost all gated parking lots and how that works for the students and staff. Similar to Natalie, at my university staff and students battle for the same parking spots.

from Bernadine Abbott Hoduski to everyone:    2:57 PM
as a historian writing a book about the building of Fort Peck dam, I have done research at  University of Montana and have found that the print collection is easier to access and has many rare documens.  The regional needs to talk with historians about our difficult searchs for rare docs.

from Elisabeth Garner to everyone:    2:57 PM
Haha! MOLLI....love it!

from Erika Quintana to everyone:    2:58 PM
Really great talk - I liked your ideas about thinking critically about if/how we encourage visibility and accessibility of collections to the communities that surround it, particularly for government docs. Thank you!

from Scott Briggs to everyone:    2:59 PM
@ Kaylee Univ. of RI. A majority of staff parking is separated out, but there are lots that we share with students. The only parking that is not gated is on the outskirts of campus, and you still have to have a parking permit to use those lots. There are limited areas for guest parking, and sometimes people have to pay even as guests (I was informed of that by one of my student workers whose mother was on campus to do research in the library).

from Kaylee Erdos to everyone:    3:00 PM
Very interesting. That is absurb that they ask guests to pay, but I guess they have to do what they have to do. Thanks for sharing!

from susanne Caro to everyone:    3:01 PM
Could limiting access of specific populations be considered a form of discrimination? I don't expect an answer-just throwing this out as something to think about.

from LIsa Pritchard to everyone:    3:01 PM
I love that you are looking to the public libraries to help build these practices in your library!

from Kaylee Kern to everyone:    3:04 PM
Have you ever been opposed in your efforts to improve public access by superiors? And if yes, how did you answer that opposition? The idea that an academic library needs to make decisions with only students in mind seems common.

from Gwen Sinclair to everyone:    3:05 PM
I've found that waving around the Legal Requirements works wonders with upper admin.

from Kim Allen to everyone:    3:05 PM
Some parking is free after  5:00pm.  But many older people may not like to be on campus or even drive later in the day.

from Elisabeth Garner to everyone:    3:06 PM
Haha, yes, @Gwen.  Seems to me these are partially publicly funded libraries anyway, seems like allowing public users/patrons to have access to all the databases would be reasonable.

from LIsa Pritchard to everyone:    3:06 PM
Gwen, I am picturing you doing that. LOL

from susanne Caro to everyone:    3:06 PM

I worked at U Montana when the computers were moved to the basement-
waving the the requirements did not help. :(

from Kathy Stroud to everyone:    3:07 PM
We have a large un-housed population in our area.  We have a careful balance
between discrimination and safety.  The majority of our public users, including un-
housed, ar not a problem, but we do have problem users and they tend to get
lumped into the unhoused category.

from Andrea Craley to everyone:    3:07 PM
+1 Gwen :)

from Bernadine Abbott Hoduski to everyone:    3:08 PM
Montana has very few depositories and many of my cousins live hundreds of miles
from a depository.  What is the regional doing to help those tax payers access
docs.

from Gwen Sinclair to everyone:    3:10 PM
Academic leaders are more likely to listen to students and faculty than librarians,
so enlisting allies to make the case on your behalf might work.

from Kathy Stroud to everyone:    3:10 PM
Definitely like the idea on de-escalation training for front-line staff :)

from Gwen Sinclair to everyone:    3:10 PM
Students definitely have a lot of influence over library hours at my institution.

from Paul Nease to everyone:    3:13 PM
Thank you so much for this presentation. It touched on a lot of issues we all
struggle with.

from Mary Ellen Lomax-Bellare to everyone:    3:13 PM
thank you

from Greg March to everyone:    3:13 PM
Thank you!

from Joshua Olsen to everyone:    3:13 PM
Thank you!

from Mark Hamilton to everyone:    3:13 PM
Thank you

from Kim Allen to everyone:    3:13 PM
Thanks so much. Many things to think about.

from Helen Keremedjiev to everyone:    3:13 PM
Thank you; great presentation!!

from Kaylee Erdos to everyone:    3:13 PM
Thank you!

from LIsa Pritchard to everyone:    3:13 PM
Thank you so much.

from Cynthia Etkin to everyone:    3:13 PM
 Thank you, Natalie, for an excellent presentation on access.  I appreciate your doing research in this area and sharing what you learn with the depository community through this conference.

from Amy Singer to everyone:    3:13 PM
Thank you, Natalie

from Kaylee Kern to everyone:    3:13 PM
Thank you!

from Ella Shurr to everyone:    3:13 PM
Thank you!

from Heather Kitchen to everyone:    3:14 PM
I enjoyed your presentation. Thanks!